

## PATIENT PARTICIPATION GROUP MINUTES

12<sup>th</sup> February 2019 at 16:00

**Attendees:** GC, RC, RV, JD, JO'L, DM

**Apologies:**

**Chair:** Tania Burrows

**Note taker:** TB

	Topic	Actions
1.	<b>Welcome and Introductions and Apologies</b>	
2.	<b>Review of previous minutes</b> Discussed previous minutes and agreed.	
3.	<b>Phone Systems</b> – PPG members aware of comments on social media – we discussed that we have met with phone providers and phone systems are being remapped as there have been issues identified, we are also recruiting new staff to work in the call handling team which should reduce call wait times.	<b>PPG/TB</b>
4	<b>Appointments</b> Discussed reception signposting to other areas once no appointments left for that day, Extended Access. PPG felt that there was a lack of awareness about Extended Access service  PPG felt that perhaps patients were not aware of all the ways to get appointments in the practice so it was suggested that the PPG could draft a leaflet that was patient friendly. JO'L to give a talk to the PPG at next meeting.	<b>TB to contact CCG to see if any leaflets are available to give to patients.</b>
5	<b>Open days</b> Last open day in January Women's Health was a huge success attended by over 150 patients. PPG members volunteering to help out at next event.	<b>PPG</b>
	<b>AOB</b> Tania thanked everyone for attending the meeting and input; it was agreed at the next meeting to elect a chair, and a minute taker.	